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Message: RE: new system

RE: new system

From Kraft, Emily Date Tuesday, January 10, 2017 10:02 AM

To Schott, Kyle

Cc

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If I had to guess the issue, it's that the codes your staff are trying to use have expired and will need new codes generated. We can certainly try that, but I don't think the codes are active for longer than an hour or so, so I hesitate to regenerate them right now before your staff are sitting at a computer ready to try logging on again. I would be happy to walk your staff through the process and troubleshoot the issues by phone, if they have the time to give me a call.

From: K Schott [mailto:kschott@ccsomo.org] **Sent:** Monday, January 09, 2017 4:10 PM

To: Kraft, Emily **Subject:** new system

Emily I still cannot hardly get anyone enrolled in the new system. Are we doing something wrong?

Kyle Schott, MA LPC

Regional Director

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